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D. Johnson
#3 9-29-00
IDS w/refs
PATENT



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Daniel N. Duncan, et al.
Serial No.: 09/547,627
Filing Date: April 12, 2000
Group: Unknown
Examiner: Unknown
Title: SYSTEM AND METHOD FOR SCHEDULING
INBOUND INQUIRIES

Honorable Assistant Commissioner
of Patents

Washington, D.C. 20231

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as First Class Mail addressed to: Assistant Commissioner of Patents, Washington, D.C. 20231, on the date shown below.

Crystle Garbade
Crystle Garbade
9-6-00
Date

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicant respectfully requests, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the art listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. A copy of this art is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that a search has been made or that this art is material to patentability of the present application.

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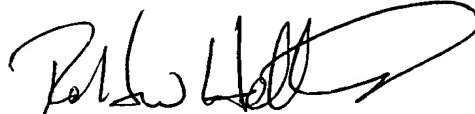
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09/547,627

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Applicants believe no fees are due, however, the
Commissioner is hereby authorized to charge any fees or credit
any overpayments to Deposit Account No. 02-0384 of
Baker Botts L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorney for Applicant

A handwritten signature in black ink, appearing to read "Robert W. Holland", written over a horizontal line.

Robert W. Holland
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Date: September 6, 2000